List of the problems and incidents known on SOLISTEN®

Warning: in no case the serial number should be removed, it always has to be visible so that the warranty terms can be applied. The reading of the user manual is an obligatory precondition to the good use of the equipment.

KIND OF NOTICED PROBLEMS

- **CHARGING PROBLEMS**

My Solisten does not turn on and/or charge anymore.	◇ Keep the device charging about one hour before trying to turn it on again. ◇ Test another power supply. ◇ Try to charge the device through the computer. ◇ Connect and disconnect 4 times.

Notice: Usually, the device turns on as soon as it starts charging (see the user manual). If not, keep it all the same on charge for a while before trying to turn it on again.

- **READING PROBLEMS**

◇ The music pieces of a playlist do not follow on. ◇ The music pieces of a playlist do not play in good order. ◇ The first music piece of the playlist is repeated and the access to the second music piece is not possible. ◇ The music piece plays only for a few seconds.	◇ All these problems refer to the setting of the reading mode that allows to repeat a track, to choose the order of the music pieces reading or to play them in a random way, etc. By default, the Solisten player is set on the reading in order of the references contained in a playlist. The correct settings of the parameter “Play mode” is “in order” and of the parameter “Repeat mode” is “All”.
◇ One or several programs have disappeared. ◇ One or several playlists have disappeared. ◇ One or several days of a playlist have disappeared.	◇ All the files and folders contained in the Solisten player can only be deleted when the device is connected to a computer. Therefore, any disappearing of one or several elements can only be the consequences of a computer mishandling. ***Consequently, we strongly advise you to prevent the users from connecting the device to a computer, except if they have been asked to do it for exceptional reasons.*** ◇ In most cases, a file or a folder that have disappeared from a Solisten player **can be sent and re-saved on the player without having to send it back.**
◇ One or several tracks cannot be read.	◇ Check if you can read this reference in the « all music » menu, if yes, it would mean that the problem comes from the program and not from the reference itself. In this case store the program again in the player.

- **SCREEN PROBLEMS**

◇ The touch screen does not work anymore.	◇ Turn off the device and turn it on again. ◇ Check if you can access to the functions thanks to the buttons, which allow to still use the device.
◇ The color of the screen has changed and I do not have access to the menu anymore.	◇ Try to reset the device (see the procedure in the user manual). ◇ The device has to be sent back for repair (after receiving the authorization of Tomatis Développement).
◇ The screen does not turn on anymore.	◇ The device has to be sent back for repair (after receiving the authorization of Tomatis Développement).
◇ The screen is frozen.	◇ Force the turning out of the device by pressing the « off » button during 10 seconds, then turn it on again.
◇ The device causes unsolicited changes (the cursor is moving alone).	◇ Check the +/- button and solicit it in order to unlock it. Turn off the device and turn it on again.
◇ The screen is broken because the device fell or received a shock.	◇ The device has to be sent back for repair (after receiving the authorization of Tomatis Développement).

- **MECHANICAL PROBLEMS**

◇ The headphone plug seems not working anymore.	◇ If possible, test the plug with another headphone. ◇ If possible, test the headphone on another player.
◇ The USB plug seems not working anymore. ◇ The computer does not recognize the device anymore.	◇ Test the connection thanks to another USB cable. ◇ Test the connection to another USB port of the computer or to another computer.
◊ The RESET plug seems not working anymore.	◊ Forcing the turning out of the device by pressing the « off » button during 10 seconds also allows to reset the player.
◊ The « M » button seems not working anymore.	◊ The functions of this button are also included in the functions of the touch screen, so the device still can be used.
◊ The Volume button seems not working anymore.	◊ Use the volume control of the touch screen.
◊ The Power button seems not working anymore.	◊ Check the charge (see charging problems) ◊ If the device is turned on, let it work until the battery is empty.
◊ Any button seems to work anymore.	◇ Check that the device is not locked.

- **HEADPHONES PROBLEMS**

◇ One of the earphones, both, or the vibrator of my headphone seems not working.	◇ In order to merely test your headphone, always use non-filtered music (MU) or gregorian chant (GFM or GM). ◇ If your headphone has a balance adjustment, please set it on 0 (same volume for the two earphones). ◇ Put the earphones on the ears to check the signal called « air signal ». If one of the earphones does not work or if the intensity is sensibly more important than the other one, the headphone might be damaged. ◇ If possible, do a crossed checking with the headphone on another player and/or thanks to another headphone on the same player. ◇ In order to check the « bone » signal transmitted by the vibrator placed on the top of the headphone arch, you just have to put the ear on this arch near the vibrator.
◇ When I turn on the Solisten without connecting a headphone, I do not hear the music.	◇ It is about a failure of the loudspeaker which should not prevent the headphone output from working well.
◇ The headphone cable seems to have a bad contact.	◇ A bad contact generally occurs with interferences and/or momentary cuts of the signal on one of the output channels. If possible, make a crossed checking with another headphone.

- The same anomaly noticed on two different headphones with the same player gives to understand that the origin of the failure is in the **headphone plug of the player.** We strongly advise you to own an additional headphone and/or cable in order to test or repair immediately a simple failure.

- The effects applicated to the sound files of the Solisten player, as the electronic gating or the filterings, might be interpreted as a bad working by the people who have no experience in the TOMATIS Method.

- **PROBLEMS OF CONTENTS**

◇ The totality or part of the contents of the player has disappeared.	◇ (See reading problems).
◇ One or several files have appeared on the player.	◇ As for the erasure, the addition of any files on the device can only be possible when it is connected to a computer. Any unwanted content has to be erased from the device. Afterwards, it can be necessary to check the integrity of the device and the content thanks to an anti-virus software.

- **RETURN PROCEDURE**

*Any return of a Solisten device needs the prior authorization from **TOMATIS DEVELOPPEMENT SA** and has absolutely to be joined with all the necessary administrative pieces. Any unjustified return immediately involves the payment of the shipment fees as well as administrative fees for procedure treatment of 80€.*